

IDENTIFYING UNMET NEEDS IN THE COMMUNITY

Effective Date: August 1, 2008

State Approved Date: October 3, 2008

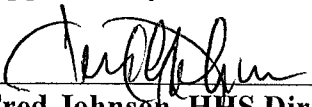
Policy:

It is the policy of the ADRC of St. Croix County to work to identify unmet needs in the community for all individuals served by the ADRC and to identify possible resources to address them.

Procedure:

1. All ADRC staff will complete the "Staff Report of Unmet Need" form whenever a service gap is identified because a customer has a need that cannot be met by present services in the community. Forms will be given to the ADRC Manager for compilation and follow up action.
2. Information gathered about unmet needs in the community will be incorporated into prevention, outreach, and marketing activities.
3. Results of community needs analysis will be used to plan and target ADRC outreach, education, prevention, and system advocacy efforts.
4. ADRC staff will serve as members of local committees, boards, etc. to identify unmet needs and assist in the development of local services and resources to address them.
5. The ADRC Manager will secure input and other information to identify un-served and underserved elders and adults with disabilities in St. Croix County. This will be done through surveys, focus groups, and networking with elders and adults with disabilities and their representatives, community service organizations, Community Health Partnership, Public Health Department, Veterans Service Office, Health and Human Services, United Way St. Croix Valley 211, advocacy groups, and others who are knowledgeable about aging and disability issues.
6. Efforts will include identifying at risk and hard to reach populations and investigating if what these populations need fall into the realm of services provided by the ADRC.
7. ADRC Manager will provide a quarterly report to the Council on Aging and Disabilities regarding unmet needs in the community.

Approved by:


Fred Johnson, HHS Director

8/1/08
Date


Brad Beckman, ADRC Manager

8-1-08
Date

Revised: September 15, 2008

